

# **BUILDING DEVELOPMENT COMMISSION**

## **Minutes of September 17, 2019 Meeting**

Chair, Aaron Moody, opened the Building Development Commission (BDC) meeting at 3:01 p.m. on Tuesday, September 17, 2019.

**Present:** Aaron Moody, John Taylor, Michael Stephens, Vince, Busby, Zeke Acosta, Rodney Kiser, Terry Knotts, Brandon Brown, and Andrew Kennedy

**Absent:** Glenn Berry, Paul Stefano, Tom Brasse, Melanie Coyne, and Elizabeth Frere

### **1. MINUTES APPROVED**

John Taylor made the motion to approve the minutes from the August 20, 2019 BDC Meeting, seconded by Zeke Acosta. The minutes were approved unanimously.

### **2. BDC MEMBERS' ISSUES AND INDUSTRY ASSOCIATION ISSUES**

Terry Knotts described that in residential plan review, he showed that his project was logged in, but the plan reviewers did not see that he was logged in. It was hard to find out who was reviewing his project since plan review doesn't have voice mail. It took a lot of phone calls to track down who was reviewing his project. Zoning didn't even find out the plans were approved.

Scott Westbrook shared that Zoning doesn't look at the plans when residential plan review looks at it. Zoning has to wait till residential plan review is finished reviewing the plans. Zoning knows the project number and can look it up but at the moment they are running behind.

Terry Knotts and Scott Westbrook agreed to meet after the board meeting was finished. Patrick Granson asked that all numbers were sent to him. Melanie Sellers shared there was a glitch in the system on our part at the time.

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### **3. PUBLIC ATTENDEE ISSUES**

No public attendee issues.

### **4. MULTI-TRADE TEAM UPDATE**

David Gieser introduced Clay Goodman to the Board, as the Residential Multi-Trade Team Manager that would be providing a power point presentation.

Clay Goodman began the presentation stating the Multi-Trade Team began in 1999. Inspectors became multi-certified and worked for under Jeff Griffin at that time. Currently, the team is working on better customer service in an attempt to handle the volume with 19 members. The Inspector Supervisor is Jimmy Kluttz with 19 field inspector positions filled or pending.

Homeowner Access (H1) Inspections was currently created to better serve customers who must provide access to the home for the inspection to be performed and is meant to assist the contractor in providing access to the home. Effective January 1, 2020 a new process will be more efficient for contractors, homeowners and staff. The contractor schedules the inspection and selects am/pm window from a calendar of available times. A four-hour window will allow for the homeowner to take a half day off. When the inspection has been scheduled a notification will be sent to both contractor and homeowner. On the day of the inspection the inspector's auto-notify alert will contractor approximately 1 hour prior to inspection.

IBA/OTI Inspections Calendar is also available for an additional fee. This calendar will provide options for the contractor to be able to see the availability of the inspector and lock down an inspection time without having to wait on the coordinator to verify a date.

North Carolina Code Officials Qualifications Board has authorized live remote inspections. Mecklenburg County's pilot program is establishing procedures and guidelines that adhere to the Board's rules. We feel that live remote inspections will greatly benefit the customer as well as our department with decreased drive times and return trips, contractors schedule inspection time so wait time is decreased, decreased fuel cost, incentive for contractors to reach higher pass rates and lightened daily workloads for field inspectors.

Adding a new certificate to the five inspections certificates issued by the NCCOQB is the residential changeout inspector. This would specialize in residential changeouts (like for like mechanical (HVAC) systems and water heaters. Inspectors will be able to take one standard residential changeout class, the law and admin class and pass the state exam to perform these inspections, as opposed to carrying electrical, mechanical and plumbing certificates. Residential changeout inspectors will cover all changeouts in 1-2 family dwellings, townhomes, condos and apartments that operate on single phase power, regardless of the size of the building. This will free up more experienced inspectors to perform regular inspections on homes and businesses adding a significant increase in capacity in high growth areas.

Team goals are to be ahead of the game when it comes to customer demand and to provide top customer service. Have the ability to cover on an average of 600 inspections daily. Homeowner access inspections to be completed 100% on the scheduled day.

Patrick Granson described that we are talking about innovation and handoffs. We shift our ideas back to the contractors. In multi-trade inspectors waiting on 5 customers to call, I can't meet my quota. Multi-trade is taking ownership. He described how this will work within the Department. In November we will give you a recap on live remote. The calendar is an idea that came from OnSchedule. We've got to be more responsive. They want to be able to count on us. We have to have a calendar they can confirm, and we can control the volume.

## **5. RIVER HILLS FLOOD UPDATE**

David Gieser shared that he and Clay Goodman spent a lot of time at Riverside Drive, from June 6 -10<sup>th</sup> working with 117 residences affected by the flood. Approximately 50 percent are on temporary power. For people living out of town, they were unsure of what to do because they didn't have flood insurance. Patrick shared that David, Clay and their team did a great job, saying they have been walking door to door meeting with these customers trying to find out what the customer's needs were. David is working on notifications and letters. Shannon is working on all notifications through PSI. David Gieser went on to say that we have waived permit fees. Brandon Brown asked if FEMA provides any funds? Clay said if they have insurance. David shared that County Storm Water has funds and they are trying to help as well.

## 6. BUDGET REASSESSMENT

Stephanie Prioleau presented the below FY19 year end numbers to the board:

FY 19 Year End Numbers		
FY 19 Revenue:	Permit Revenue	\$ 30,396,933.52
	Other Revenue	\$ 5,182,017.97
	Total Revenue	\$ 35,578,951.49*
* totals: based on Navision reporting		
FY 19 Expenses:	Expenses	\$ 29,381,293
	Encumbrances	\$ 307,003
	Total Expenses	\$ 29,688,296
Total in Special Fund Code Enforcement		\$ 34,026,654
Beginning Balance FY19 \$29,706,291 -\$406,000 -1,791,374+ \$6,517,737= \$34,026,654		
Note: \$135,000+\$271,000=\$406,000. These are both transfer of fund balance		

## 7. AFFORDABLE HOUSING PROCESS

Patrick Granson discussed a \$500K RFBA for affordable housing that may be upcoming; saying at this point we are not ready to move forward with this. We hope to have this resolved next month and come back to you with this after our attorney comes provides more detail (probably in November).

## 8. CHARLOTTE WATER FOLLOW-UP

Tommy Rowland gave a briefing on Charlotte Water (CW) saying that CW feels they cannot do private water distribution any longer since CW is no longer accepted as a water delegated authority by the state. Since the State cannot accept responsibility, it falls to us. As an inspection option we use an RDP. This is a different and growing experience and was handed to us to. Patrick said we may have a need for a gap application from the design professional and permit, when they apply from land development when they have to provide utilities with approval from the City and the County to try and keep them from resubmitting plans back to us as not to slow down the process. We are trying to get plumbing a little early. This is only for private water.

## 9. AUGUST STATISTICS

### Permit Revenue

- August permit (only) rev \$2,715,816 compared to July permit (only) rev \$2,529,146
- FY19 budget projected monthly permit rev; \$2,427,503
- YTD permit rev = \$5,244,962 is above projected rev (\$2,427,503) by \$389,955.50 or 8.03%

### Permits Issued:

	July	Aug	3 Month Trend
<b>Residential</b>	6155	5989	5673/6155/5989
<b>Commercial</b>	3378	3477	3369/3378/3477
<b>Other (Fire/Zone)</b>	366	382	273/366/382
<b>Total</b>	9899	9848	9315/9899/9848

- Changes (July/Aug); Residential dn 3%; commercial up 3%; total dn 1%

### Inspection Activity: Inspections Performed

Insp. Req.	July	Aug	Insp. Perf.	July	Aug
<b>Bldg.</b>	9,883	9,997	<b>Bldg.</b>	9,755	10,080
<b>Elec.</b>	10,681	11,483	<b>Elec.</b>	9,218	9,854
<b>Mech.</b>	5,924	6,090	<b>Mech.</b>	5,107	5,390
<b>Plbg.</b>	4,755	4,898	<b>Plbg.</b>	3,839	3,982
<b>Total</b>	31,243	32,468	<b>Total</b>	27,919	29,306

- Changes (July-Aug); requests up 4%; inspect performed up 4.73% overall
- Insp performed were 91% of insp. requested

### Inspection Activity: Inspections Response Time (new IRT report)

Insp. Resp. Time	OnTime %		Total % After 24 Hrs. Late		Total % After 48 Hrs. Late		Average Resp. in Days	
	Jul	Aug	Jul	Aug	Jul	Aug	Jul	Aug
<b>Bldg</b>	77.7	79.8	95.2	95.7	99.0	99.5	1.72	1.74
<b>Elec.</b>	81.2	82.3	96.4	96.0	99.1	99.2	1.22	1.22
<b>Mech.</b>	81.0	79.4	95.2	94.4	99.0	98.8	1.25	1.27
<b>Plbg.</b>	84.6	87.0	96.9	97.8	99.5	99.7	1.19	1.15
<b>Total</b>	80.9	81.7	95.8	95.9	99.1	99.3	1.38	1.38

- Per the BDC Performance Goal agreement (7/20/2010), the goal range is **85-90%**; **August is currently 81.7%**.

### Inspection Pass Rates for August 2019:

OVERALL AUG MONTHLY AV'G @ 83%; July was 83%

**Bldg:** July – 76.29%  
Aug – 76.24%

**Elec:** July – 83.11%  
Aug – 83.23%

**Mech:** July – 86.40%

**Plbg:** July – 89.56%

Aug – 87.19%

Aug – 89.77%

- Overall average at 83%, above the 75-80% goal range.

## **OnSchedule CTAC and Booking Lead Times for August 2019**

### CTAC:

- 128 first reviews, compared to 110 in July
- Project approval rate (pass/fail) – 73%
- CTAC was 36.99% of OnSch (\*) first review volume  
\*CTAC as a % of OnSch is based on the total of only scheduled and Express projects

### On Schedule:

- January, 17: 217 – 1<sup>st</sup> rev'w projects; on time/early – 89% all trades, 90% on B/E/M/P only
- February, 17: 237 – 1<sup>st</sup> rev'w projects; on time/early – 91.35% all trades, 92.8% on B/E/M/P only
- March, 17: 279 – 1<sup>st</sup> rev'w projects; on time/early – 88.7% all trades, 90% on B/E/M/P only
- April, 17: 216 – 1<sup>st</sup> rev'w projects; on time/early – 90% all trades, 93% on B/E/M/P only
- May, 17: 303 – 1<sup>st</sup> rev'w projects; on time/early – 93% all trades, 96% on B/E/M/P only
- June, 17: 277 – 1<sup>st</sup> rev'w projects; on time/early – 95.8% all trades, 96% on B/E/M/P only
- July, 17: 260 – 1<sup>st</sup> rev'w projects; on time/early – 95.02% all trades, 97% on B/E/M/P only
- August, 17: 282 – 1<sup>st</sup> rev'w projects; on time/early – 95% all trades, 96% on B/E/M/P only
- September, 17: 224 – 1<sup>st</sup> rev'w projects; on time/early – 91% all trades, 96% on B/E/M/P only
- October, 17: 236 – 1<sup>st</sup> rev'w projects; on time/early – 92% all trades, 95% on B/E/M/P only
- November, 17: 243 – 1<sup>st</sup> rev'w projects; on time/early – 87% all trades, 95% on B/E/M/P only
- December 17: 182 – 1<sup>st</sup> rev'w projects; on time/early – 62% all trades, 70% on B/E/M/P only
- January 18: 210 – 1<sup>st</sup> rev'w projects; on time/early – 68% all trades, 73% on B/E/M/P only
- February 18: 286 – 1<sup>st</sup> rev'w projects; on time/early – 89% all trades, 94% on B/E/M/P only
- March 18: 271 – 1<sup>st</sup> rev'w projects; on time/early – 87% all trades, 93% on B/E/M/P only
- April 18: 283 – 1<sup>st</sup> rev'w projects; on time/early – 90% all trades, 95% on B/E/M/P only
- May 18: 252 – 1<sup>st</sup> rev'w projects; on time/early – 93% all trades, 96% on B/E/M/P only
- June 18: 262 – 1<sup>st</sup> rev'w projects; on time/early – 93% all trades, 97% on B/E/M/P only
- July 18: 219 – 1<sup>st</sup> rev'w projects; on time/early – 90% all trades, 94% on B/E/M/P only
- August 18: 272 – 1<sup>st</sup> rev'w projects; on time/early – 93% all trades, 97% on B/E/M/P only
- September 18: 207 – 1<sup>st</sup> rev'w projects; on time/early – 87% all trades, 90% on B/E/M/P only
- October 18: 212 – 1<sup>st</sup> rev'w projects; on time/early – 88% all trades, 93% on B/E/M/P only
- November 18: 255 – 1<sup>st</sup> rev'w projects; on time/early – 92% all trades, 94% on B/E/M/P only
- December 18: 181 – 1<sup>st</sup> rev'w projects; on time/early – 87% all trades, 92% on B/E/M/P only
- January 19: 252 – 1<sup>st</sup> rev'w projects; on time/early – 90% all trades, 93% on B/E/M/P only
- February 19: 278 – 1<sup>st</sup> rev'w projects; on time/early – 93% all trades, 94% on B/E/M/P only
- Mar 19: 254 – 1<sup>st</sup> rev'w projects; on time/early – 91% all trades, 92% on B/E/M/P only
- Apr 19: 302 – 1<sup>st</sup> rev'w projects; on time/early – 89% all trades, 94% on B/E/M/P only
- May 19: 284 – 1<sup>st</sup> rev'w projects; on time/early – 92% all trades, 94% on B/E/M/P only
- June 19: 258 – 1<sup>st</sup> rev'w projects; on time/early – 91% all trades, 93% on B/E/M/P only
- July 19: 274 – 1<sup>st</sup> rev'w projects; on time/early – 91% all trades, 95% on B/E/M/P only
- August 19: 268 – 1<sup>st</sup> rev'w projects; on time/early – 89% all trades, 92% on B/E/M/P only

#### Booking Lead Times

- On Schedule Projects: **for reporting chart posted on line**, on August 26, 2019, showed
  - 1-2 hr projects; at 2-22 work days booking lead,
  - 3-4 hr projects; at 2-23 work days lead,
  - 5-8 hr projects; at 2-23 work days lead,
- CTAC plan review turnaround time; BEMP at 5 work days, (all others @ 1 day)
- Express Rev'w booking lead time; 10 work days for small projects, 10 work days for large projects

### **Fire Marshal's Office**

- Inspections Performed (new) – 131
- Plan Reviews Performed - 87
- Recurring Fire Inspections – 696
- Public Education Programs – 7
- Fire / Other Incident Investigations – 23

Legislation goes into effect October 1 plan review checklist for residential to be utilized across the state. 2-page list.

Residential plan review has to be completed w/in 15 days once approved through the gate is when time starts for all jurisdictions (they have 10 days) and will be monitoring to include all disciplines, trades and zoning.

Existing bldgs. can be utilized for certain events can be adopted within the ordinance. Created a policy for special events we are still reviewing this.

Temp motion pictures are now exempt from the building code – to make a movie and create a set. New law goes into effect Oct. 1 no longer under our preview. Exempt. Handled by Fire – Ted and John Leonard's group looks at that. BCC has to create a checklist.

Temp tracking of violations for another two years with Gieser and Griffin's help to list contractors with 15 failures.

Temp COs – transitioning from existing TCOs trying to CO after October 1<sup>st</sup>.

### **12. Manager/CA Added Comments**

- Managers:
- Code Administrators; Jeff Vernon, Oct 1st is the next code meeting – two times a year we have vendors come in and talk to us. Meeting begins at 8 a.m. On a sad note, Buford Lovett passed.
- David Rains, swimming pool shells require a certain amount of concrete to be removed. And will try and reach out to every contractor regarding barriers, sidings when contractors have already poured concrete.

### **13. Adjournment**

The September 17th Meeting of the BDC Meeting adjourned promptly at 3:59 p.m.

### **14. Next meeting October 15<sup>th</sup> 2019**

**Joint BDC/DSTAC Meeting during the UDSC Meeting between 11 a.m. – 1:00 p.m. Lunch will be served. Location at 500 Dalton Avenue, Charlotte, NC.**